

RUBEN RUIZ

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Portfolio: <https://shorturl.at/vHQ68>

SUMMARY

Full Stack Developer with 10 years of Technical Support experience and a proven track record of delivering exceptional written and verbal communication and high-level problem solving.

TECHNICAL SKILLS

MERN (MongoDB, Express, React, Node)

HTML/CSS/JavaScript

SQL

RESTful APIs

Customer Service

Microsoft Suite

Communication

People Management

EXPERIENCE

Technical Support specialist Bluebeam Inc.

2019 – Present
Pasadena, CA

- *Manage challenging customer interactions, including escalated cases involving irate customers or challenging situations.*
- *Mentor and guide a team of 5 specialists, overseeing the creation of internal process articles and proofreading documentation and providing feedback on a weekly basis.*
- *Collaborate with the security team to address inquiries regarding AWS, demonstrating a strong understanding of cloud computing.*
- *Play a key role in the successful implementation of a new SaaS platform and SSO options, supporting users throughout the process.*
- *Utilize a diverse range of tools and technologies including Salesforce (Administrative), JIRA, Cisco, OKTA.*
- *Conduct in-depth research on complex construction/estimation workflows, producing clear and user-friendly written documentation for public-facing articles.*

Support Solutions Specialist Asurion

2018 – 2019
Las Vegas, NV

- *Collaborated closely with management to consistently meet and exceed performance targets set by the clients.*
- *Managed a high workload, efficiently handling various technical issues and providing guidance on new technologies.*
- *Demonstrated strong problem-solving skills in resolving existing network complications and optimizing network performance.*

Tech Support

2019 – 2017

Beachbody LLC.

El Segundo, CA

- *Successfully migrated user accounts to a SaaS model, ensuring a seamless transition for end-users as well as internal team members.*
- *Developed written technical solutions for support site articles, providing comprehensive and accurate guidance to users.*
- *Collaborated with internal departments on projects investigating fraud activity, demonstrating a proactive approach to maintaining integrity.*
- *Played a key role in training and coaching new technical staff members, fostering a knowledgeable and efficient team.*

EDUCATION***Boot Camp Certificate: UCLA Extension, Los Angeles, CA***

A 26-week program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handelbars.js, and ReactJS.

Los Angeles Harbor College, Wilmington CA

Community College